

## Case Study: **Fiona's Story**

**How Fiona, a young mum of newborn twins, received much needed support and continues to manage a further family crisis with the help of Home-Start.**



**Support and friendship  
for families**

Initially Fiona referred herself to Home-Start when she was six months pregnant with twins.

She anticipated that she would struggle to cope and was quite anxious even though she had a partner who had two grown up children from a previous marriage.

When the babies were born, the Home-Start Co-ordinator carried out an initial visit and quickly saw that both parents were suffering from sleep deprivation and that they were struggling to cope with everyday routines, as both babies were very unsettled.



### **Making a change with Home-Start**

Due to the urgency for immediate support, it was agreed that a Home-Start Outreach Worker would start making weekly visits the following week. Both parents reported that this support helped immensely, enabling them to have a meal, shower and sometimes sleep. A volunteer was then placed with the family and support continued and appeared to be going well. Both parents

returned to work on reduced hours and it was agreed that the Home-Start volunteer support could be withdrawn.

However, before Home-Start support ended a serious incident happened while Mum was at work and Dad was caring for the babies. Twin 1 was irritable and Dad was unable to settle her. He lost his temper and shook her. This had serious

consequences as it resulted in Twin 1 suffering serious injury and trauma and needing to be admitted to hospital. Dad was charged and subsequently sentenced with assault on a child. Fiona was left to cope alone, devastated by what her partner had done, left with feelings of guilt, anger, shame and despair.

It was immediately agreed that the Home-Start volunteer would continue with weekly visits to offer Mum emotional support and help her through the trial of her partner and subsequent sentencing. She offered Fiona a break to take time to rest while she played and stimulated the babies.

### **Continuing support for a positive future**

Home-Start continues to support Fiona and her twins helping them with weekly activities and emotional support. The Home-Start volunteer now helps Fiona to take the twins swimming and on the journey to the leisure centre, Fiona off loads any thoughts or worries she may have and the volunteer helps her in her decision making to ensure the best quality of care and support for her children.

Dad is due to be released from prison soon, so Home-Start will continue to support Fiona as she plans her future without her partner and as a single parent, which she still feels totally unprepared for. The support Home-Start provides gives Fiona the best possible chance of providing a stable supportive environment for her young children, with hope for a brighter future.

### **It doesn't have to be hard to help**

Many children and vulnerable families like Fiona's are not so lucky. We need help and volunteers from across our society to help more families like Fiona's.

**You** could be the one who changes a young life forever.  
To find out more, become a volunteer or raise money for Home-Start Warrington call: **01925 652320**

To donate visit:

<https://mydonate.bt.com/charity/charitySearch.html> and search for 'Home-Start Warrington'.